

AMENDMENTS TO THE CLAIMS

The following listing of claims replaces all previous versions and listings of claims:

Claims 1-29 (canceled).

30. (currently amended) A system for managing computer system performance, ~~the system including a user system comprising:~~

~~a workstation including existing installed components, the installed components including at least one of software, hardware device, system upgrade, and a peripheral device;~~

~~a consolidated monitoring tool executing on the workstation; and~~

~~a link to a communications network link to a vendor system, the vendor system supplying at least one of a component and service to the user system;~~

~~wherein upon installing a new component or acquiring a new service for the workstation, the consolidated monitoring tool performs:~~

~~querying the workstation user system for an inventory of the existing installed components;~~

~~acquiring vendor contact information for the new component;~~

~~building a database of information acquired in response to the querying, the database of information including product information relating to the existing installed components, the product information including a product name, current release level, current maintenance level, and a web site address for each vendor system associated with the existing installed components;~~

~~connecting to a web site for a the vendor system associated with the new component via the link web site using the communications link and vendor connection information extracted from the database;~~

~~retrieving product information relating to the new component from the vendor system web site;~~

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verifying requirements and compatibility of the new component against the existing installed components based upon results of the retrieving and the product information relating to the existing installed components; and

determining an optimum configuration for the workstation user system based upon the verifying, and configuring the workstation user system in accordance with the optimum configuration.

31. (currently amended) The system of claim 30, wherein the peripheral device includes at least one of a printer, a scanner, a facsimile, and a data storage facility ~~at least one of a component and service includes software, a hardware device, and a system upgrade.~~

32. (canceled)

33. (previously presented) The system of claim 30, wherein the retrieving product information relating to the new component includes retrieving product alerts, validation of the product's maintenance level, current message translation tables, and diagnostic information.

34. (previously presented) The system of claim 33, wherein the message translation tables include at least one of:

- a warning flag;
- error symptom strings;
- expanded text or display; and
- a wizard.

35. (currently amended) The system of claim 34, wherein the warning flag indicates at least one of:

- an existing event or situation is recoverable;
- a diagnosis exists for a given error string; and

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a wizard is available for a given event.

36. (previously presented) The system of claim 34, wherein the error symptom strings contain at least one of a program name, a failure code, routine name, and offsets.

37. (previously presented) The system of claim 34, wherein the expanded text or display include explanations of an event or condition.

38. (currently amended) The system of claim 30, wherein the verifying requirements and compatibility include verifying existing system resources for the workstationuser-system.

39. (currently amended) The system of claim 30, wherein the configuring includes tuning existing installed components of the workstationuser-system, the tuning operable for adjusting a component to operate efficiently in its system environment.

40. (currently amended) The system of claim 39, wherein the tuning is triggered upon an occurrence of an abnormal event.

41. (currently amended) The system of claim 30, wherein the consolidated monitoring tool further performs diagnostics, the diagnostics performed by:

retrieving a detailed description of an error encountered by the workstationuser-system; and

presenting the detailed description to the workstationuser-system.

42. (currently amended) The system of claim 41, wherein the consolidated monitoring tool performs the diagnostics via:

retrieving a list of action items from the database, the action items including at least one of a suggested configuration, tuning, and system upgrade; and

presenting the list to the workstationuser-system.

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43. (currently amended) A system for managing computer system performance, the system including a user system comprising:

a workstation including existing installed components, the installed components including at least one of software, hardware device, system upgrade, and a peripheral device;

a consolidated monitoring tool executing on the workstation, the consolidated monitoring tool monitoring activities occurring on the workstation user system with respect to the existing installed components; and

a communications link to a vendor system, the vendor system supplying at least one of a component and service to the user system;

wherein upon encountering a minor error, the consolidated monitoring tool performs:

searching a database for the minor error;

displaying a corresponding explanation of the minor error for a user via translation tables stored in the workstation user system; and

displaying a corresponding set of action items for resolving the minor error or preventing a future occurrence of the minor error.

44. (previously presented) The system of claim 41, further comprising:

upon encountering a severe error, the consolidated monitoring tool performs:

providing a detailed explanation of the severe error;

providing an explanation of a recovery plan underway to correct the severe error; and

connecting to the vendor system web site for assistance.

45. (currently amended) A method for managing computer system performance, comprising:

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querying a workstationuser system for an inventory of existing installed components in response to installing a new component on the workstation, the existing installed components including at least one of software, hardware device, system upgrade, and a peripheral deviceuser system;

acquiring vendor contact information for the new component;

building a database of information acquired in response to the querying, the database of information including product information relating to the existing installed components, the product information including a product name, current release level, current maintenance level, and a web site address for each vendor system associated with the existing installed components;

connecting to a vendor-system-web site for a ~~using~~ vendor associated with the new component via a communications link~~connection-information-extracted-from-the~~ database;

retrieving product information relating to the new component from the vendor system-web site;

verifying requirements and compatibility of the new component against the existing installed components based upon results of the retrieving and the product information relating to the existing installed components; and

determining an optimum configuration for the workstationuser system based upon the verifying, and configuring the workstationuser system in accordance with the optimum configuration.

46. (currently amended) A method for managing computer system performance, comprising:

monitoring activities occurring on a workstationuser-system, the workstation including existing installed components, the existing installed components including at least one of software, hardware device, system upgrade, and a peripheral device; and

upon encountering a minor error relating to at least one of a component and service of the workstationuser system, performing:

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searching a database for the minor error;
displaying a corresponding explanation of the minor error for a user via
translation tables stored in the workstationuser-system; and
displaying a corresponding set of action items for resolving the minor error
or preventing a future occurrence of the minor error.

47. (currently amended) The method of claim 46, further comprising:

upon encountering a severe error relating to the at least one of a component and a
service of the workstationuser-system, performing:

providing a detailed explanation of the severe error;
providing an explanation of a recovery plan underway to correct the severe
error; and

connecting to a vendor system web site for assistance, the vendor system
supplying the at least one of a component and a service to the workstationuser-system.

48. (currently amended) The method of claim 46, wherein the peripheral device includes
at least one of a printer, a scanner, a facsimile, and a data storage facility component
includes at least one of software, a hardware device, and a system upgrade.

49. (currently amended) A storage medium encoded with machine-readable computer
program code for managing computer system performance, the storage medium including
instructions for causing a workstationcomputer to implement a method, comprising:

monitoring activities occurring on the workstation, the workstation including
existing installed components, the installed components including at least one of
software, hardware device, system, upgrade, and a peripheral device a-user-system; and

upon encountering a minor error relating to at least one of a component and
service of the workstationuser-system, performing:

searching a database for the minor error;

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displaying a corresponding explanation of the minor error for a user via translation tables stored in the workstationuser-system; and

displaying a corresponding set of action items for resolving the minor error or preventing a future occurrence of the minor error.

50. (currently amended) The storage medium of claim 49, further comprising instructions for causing the workstationcomputer to implement:

upon encountering a severe error relating to the at least one of a component and a service of the workstationuser-system, performing:

providing a detailed explanation of the severe error;

providing an explanation of a recovery plan underway to correct the severe error; and

connecting to a vendor system web site for assistance, the vendor system supplying the at least one of a component and a service to the workstationuser-system.